

# 東森自然美

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 00157



## Beauty

from Natural

美麗源於自然

環境、社會及管治報告

Environmental, Social and Governance Report

# 2018

# Mission Statement

## 我們的使命

Natural Beauty is dedicated to cultivate our staff, customers, students and franchisees to appreciate our education, products and services, which are made by the love and kindness of our founder, Dr. Tsai Yen-Pin, who made modern ladies beautiful, confident and wealthy.

我們致力於使員工、顧客、學員及加盟老師們存著一份感恩的心來到自然美，學習自然美容術及使用自然美產品及服務，這都是自然美創辦人蔡燕萍博士以愛心砌成累積的成果，幫助無數女性建立美麗、自信及財富。





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# Chairman's Statement 主席報告

Natural Beauty was established in 1972. For 46 years, the Company has been developing under the guiding principles of "healthy and natural", adhering to our belief of "Inspired by True Goodness, Beauty originated from the Nature", and the principle of "natural beauty is made by love and kindness, and ordinary people can be extraordinary". Natural Beauty itself manifests its care to female and its contribution to the society during daily operation.

We are committed to implementing green and environmental friendly practices throughout each aspect of our production. By controlling the process, we strive to reduce waste emissions and strictly manage waste discharge in order to reduce damages to the environment. We recognize our social responsibility and value public welfare spirit. We actively cultivate multi-disciplinary talents and pave the way for their development. We make significant impacts on society through the Natural Beauty Training Workshop.

In 2018, we were delighted to have EMI Group as our shareholder and create "EMI and Natural Beauty" Alliance as the new beginning of our business development. We proactively respond to the change in economic trends and the demand of environmental protection, sticking to the principle of steady progress in our clean production for energy saving and emission reduction. Throughout the year, there was zero safety incident and 100% settlement of product complaints. We take our social responsibility while creating profits for our shareholders.

As one of the leading cosmetic giants of the industry, Natural Beauty will develop its core value of discovering and achieving the beauty and stick to the sustainable development strategy. At this time when world economy and traditional industries are facing arduous challenges, Natural Beauty will work with our people to be innovative and become the role model of green and harmonious development.

Dr. LEI Chien  
Chairperson

**Natural Beauty Bio-Technology Limited**

自然美成立於一九七二年。四十六載以來，自然美以「健康與自然」作為公司發展的指導原則，秉持「心懷真善，美麗自然而生」及「自然美來自愛與善，凡人也能變得不凡」的信念，經由企業運作達成對女性的關懷及對社會的貢獻。

我們致力在生產層面實踐綠化及環保。透過制程管控，我們儘最大努力降低廢氣排放並嚴格管理廢棄物的排放，以減少對環境的傷害。我們確知企業的社會責任，且同樣重視公益精神。我們積極培育跨領域人才，並提供他們發展之路。我們透過自然美培訓工作坊，為當地社區帶來意義深遠的影響。

二零一八年自然美喜迎東森國際集團入股，開啟了「東森自然美」美麗聯盟的新征程。我們積極回應經濟趨勢的改變以及環境保護的要求，我們堅守清潔生產方面穩健進展的原則，並致力於節能、減排工作。全年下來，自然美無任何安全事故，且產品投訴解決率達100%，在為股東創造利潤的同時，為社會善盡企業責任。

身為美妝產業的化妝品龍頭之一，自然美將繼續發揚其發現與創造美麗的核心價值，堅守可持續發展的營運策略。在世界經濟及傳統產業面臨艱鉅挑戰的今日，自然美更將同心協力積極創新，建立綠色和諧發展的新典範。

雷倩博士  
主席

**自然美生物科技有限公司**

# Basic Principles of Reporting

## 匯報的基本原則

This Environmental, Social, and Governance Report (the “Report” or the “ESG Report”) is the 3rd ESG Report issued by Natural Beauty Bio-Technology Limited (“Natural Beauty”, the “Company”, or “We”), in responding to the requirements from the Hong Kong Exchanges and Clearing Limited (“HKEx”) on the disclosure of environmental, social, and governance current practise and the shareholders’ expectation to Natural Beauty. Hence, the Report is prepared in accordance with the Environmental, Social, and Governance (ESG) Reporting Guide published by the HKEx and enriched with the Company’s current policies and procedures relating to sustainable development (or corporate social responsibility).

The Report is prepared based on the following principles:

- (1) Materiality – The Company believes ESG exerts significant influence on the investors and stakeholders, thus the Report should disclose any important matters in regards to the ESG to its investors and stakeholders. For detailed instruction, please refer to “ESG Guide Reference”.
- (2) Quantitative – KPIs need to be measurable so that the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative explaining its purpose and impacts with the comparative data where applicable.
- (3) Balance – The Report should provide an unbiased picture of the Company’s performance, and should avoid any selections, omissions, or misleading presentation that may inappropriately influence the Report readers on their decision making.
- (4) Consistency – The Company should use consistent methodologies to allow for meaningful comparisons of ESG data over time. The Company should disclose in the ESG Report any changes to the methods used or any other relevant factors affecting a meaningful comparison.

**Certain data used in the Chairman’s Statement and Company Profile sections is added up by applicable data from all operating entities of Natural Beauty. Data used in other sections is added up by applicable data from enterprises within the reporting scope, unless otherwise specified.**

環境、社會及管治報告（「該報告」或「環境、社會及管治報告」）為自然美生物科技有限公司（「自然美」、「本公司」或「我們」）所發佈的第三份環境、社會及管治報告，以符合香港交易及結算有限公司就環境、社會及管治現有常規作出的披露規定，以及股東對自然美的期望。因此，該報告根據香港交易及結算有限公司發佈的環境、社會及管治報告指引編製，並以本公司有關可持續發展（或企業社會責任）的現有政策及程式加以補充。

該報告根據下列原則編製：

- (1) 重要性 – 本公司認為環境、社會及管治報告對投資者及持份者具有重大影響力，因此該報告須向投資者及持份者披露有關環境、社會及管治的任何重要事項。請參閱「環境、社會及管治指引參考」，以獲得詳細指示。
- (2) 量化 – 關鍵績效指標須可予計量，使得環境、社會及管治政策及管理系統的效益可被評估及驗證。量化資料應附帶說明闡述其目的及影響，並在適用的情況下以比較數據輔助說明。
- (3) 平衡 – 該報告須不偏不倚地呈報本公司的表現，且須避免可能不恰當地影響報告讀者決策的任何選擇、遺漏或誤導性陳述。
- (4) 一致性 – 本公司應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。本公司應在環境、社會及管治報告中披露統計方法的任何變更或任何其他影響有意義比較的相關因素。

主席報告及公司簡介二節所使用的若干數據以自然美所有營運實體的適用數據合計而成。除另有所指外，其他章節使用的數據由匯報範圍內企業的適用數據合計而成。

# Management Approach 管理方法

## ESG GOVERNANCE

The Company's Board of Directors (the "Board") is responsible for ESG reporting, including assessing and identifying risks associated with ESG responsibilities, and ensuring that an appropriate and effective system for ESG responsibility management and internal monitoring is in place. We have delegated our business function to review the Company's operation and conduct internal discussions, aiming to identify relevant ESG responsibility issues and assess the materiality of such issues to our business and stakeholders. The Company management has already confirmed with the Board the effectiveness of the above-mentioned system. The ESG Report, in accordance with the general disclosure stipulations in the ESG Reporting Guide, covers all the relevant significant ESG issues identified to disclose the Company's fulfillment of its ESG responsibilities during operation under the principle of balance.

## COMMUNICATION WITH STAKEHOLDERS

Judging from the characteristics of the business and operation, we categorize major stakeholders as employees, governments/regulatory institutions, investors, communities, NGOs, customers and suppliers. We thoroughly consider the concerns of all stakeholders, with whom we keep formal and informal communication.

## ESG管治

公司董事會負責我們的ESG報告，包括評估及確定ESG相關風險，並確保已設有適當及有效的ESG責任風險管理及內部監控系統。我們已委任我們的業務職能部門通過檢討公司的營運以及舉行內部討論，以識別相關ESG責任事宜及評估有關事宜對我們的業務及利益相關方的重要性。管理層已對ESG責任風險管理及內部監控系統的有效性向董事會做出確認。根據《環境、社會及管治報告指引》的一般披露規定，有關已識別的重大環境、社會及管治事宜已載入本ESG報告，旨在以平衡的原則披露自然美營運中的ESG責任的表現。

## 權益者溝通

我們根據自身業務和運營的特點，將主要權益者確定為員工、政府／監管機構、投資者、社區、非政府組織、客戶、供應商。我們充分考慮各權益者的要求，與權益者保持正式和非正式的聯繫。

Stakeholders 權益者	Concerns 期望與要求	Means of Communication 參與方式
<b>Investors</b> 投資者	<ul style="list-style-type: none"><li>• Guaranteeing shareholder rights and interests</li><li>• 保障股東權利及權益</li><li>• Timely disclosure of relevant information</li><li>• 及時準確披露相關資訊</li><li>• Corporate governance improvements</li><li>• 完善公司治理</li><li>• Operation compliance to laws and regulations</li><li>• 守法合規經營</li></ul>	<ul style="list-style-type: none"><li>• Shareholders' meetings</li><li>• 股東大會</li><li>• Press releases and announcements</li><li>• 新聞稿及公告</li><li>• Disclosure reports</li><li>• 對外報告</li><li>• Posts on company website</li><li>• 在公司網站發佈消息</li></ul>
<b>Governments/Regulatory institutions</b> 政府／監管機構	<ul style="list-style-type: none"><li>• Law and regulation compliance</li><li>• 合法合規</li><li>• Workplace health &amp; safety</li><li>• 工作場合的安全健康</li></ul>	<ul style="list-style-type: none"><li>• Compliance reporting</li><li>• 合規報告</li><li>• Supervision &amp; inspections</li><li>• 監督檢查</li></ul>
<b>Employees</b> 員工	<ul style="list-style-type: none"><li>• Competitive remuneration &amp; welfare</li><li>• 有競爭力的薪酬和福利</li><li>• Workplace health &amp; safety</li><li>• 工作場合的安全健康</li><li>• Training &amp; ability development</li><li>• 培訓和能力建設</li></ul>	<ul style="list-style-type: none"><li>• Labor union/staff assembly</li><li>• 工會／職工代表大會</li><li>• Safety training activities</li><li>• 員工安全培訓</li><li>• Training &amp; career development</li><li>• 培訓和職業發展</li></ul>

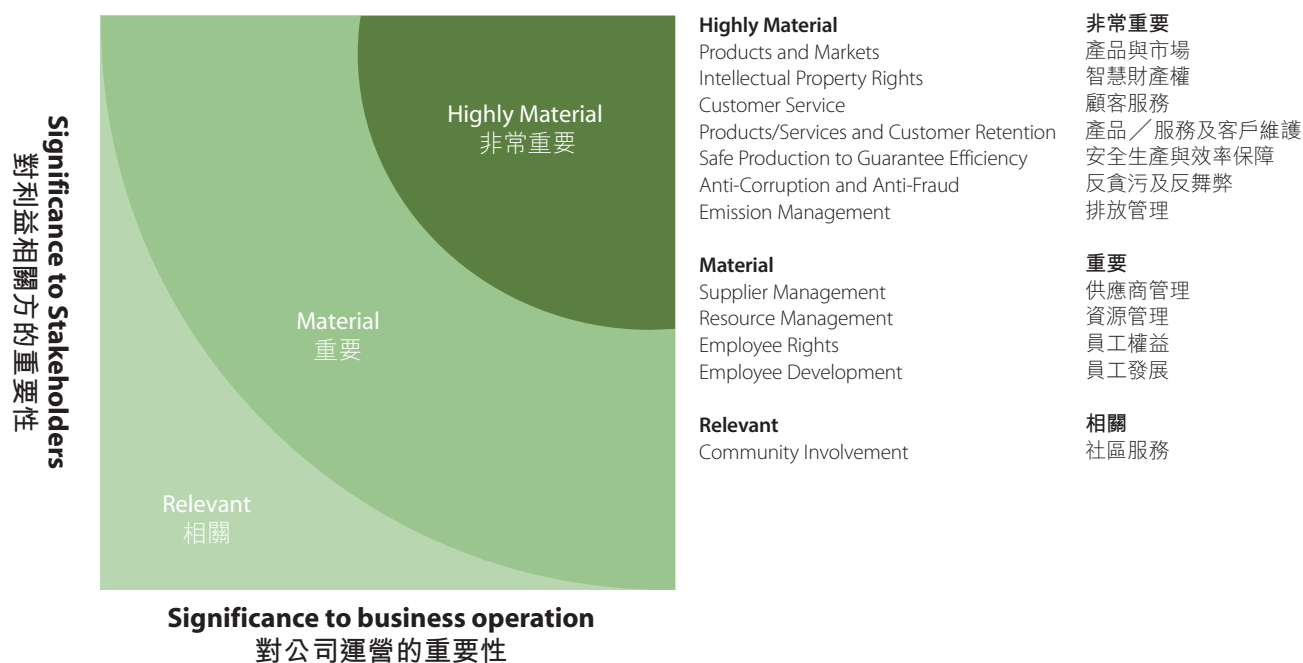
Stakeholders 權益者	Concerns 期望與要求	Means of Communication 參與方式
		<ul style="list-style-type: none"> <li>Employee communication channels</li> <li>企業員工溝通管道</li> </ul>
<b>Customers</b> 客戶	<ul style="list-style-type: none"> <li>Customer services</li> <li>客戶服務</li> <li>Quality assurance</li> <li>品質保障</li> <li>Product responsibility</li> <li>產品責任</li> </ul>	<ul style="list-style-type: none"> <li>After-sale service</li> <li>售後服務</li> <li>Product quality testing</li> <li>全程品質測試</li> <li>Sustainable development reporting</li> <li>可持續發展報告</li> </ul>
<b>Suppliers</b> 供應商	<ul style="list-style-type: none"> <li>Supplier admittance management</li> <li>供應商准入管理</li> <li>Supplier evaluation</li> <li>供應商評估</li> <li>Assurance of suppliers' rights and interests</li> <li>供應商權益保障</li> <li>Supplier cooperation</li> <li>供應商合作</li> </ul>	<ul style="list-style-type: none"> <li>Invitation for bids &amp; seminar</li> <li>招標、研討會</li> <li>Supplier admittance &amp; evaluation</li> <li>供應商准入與評估</li> <li>Field inspections</li> <li>實地考察</li> <li>Executive meetings</li> <li>高層會晤</li> </ul>
<b>NGOs</b> 非政府組織	<ul style="list-style-type: none"> <li>Involvement in local community programs</li> <li>參與當地社區項目</li> <li>Fulfilling environmental responsibility</li> <li>承擔環境責任</li> <li>Human rights performance</li> <li>人權情況</li> </ul>	<ul style="list-style-type: none"> <li>Direct communication</li> <li>直接溝通</li> <li>Proper treatment of wastes</li> <li>嚴格管理排放物</li> <li>No child labor</li> <li>拒絕使用童工</li> </ul>
<b>Communities</b> 社區	<ul style="list-style-type: none"> <li>Local development</li> <li>當地發展</li> <li>Fulfilling environmental responsibility</li> <li>承擔環境責任</li> </ul>	<ul style="list-style-type: none"> <li>Free trainings for communities</li> <li>社區免費培訓</li> <li>Proper treatment of wastes</li> <li>嚴格管理排放物</li> </ul>

## MATERIAL ESG ISSUES

In 2018, Natural Beauty communicated and conducted investigations with internal as well as external stakeholders with regard to the Company's ESG responsibility issues. Based on the feedback collected, we scored and ranked the issues by their influence on the Company's business operation and on stakeholders, aiming to reflect our material influence on the environment and the society, and better respond to stakeholders' expectations and demands. The materiality matrix below for details:

## 重要ESG責任議題

今年我們對自然美內部和外部的利益相關方進行了溝通與調查，收到多項建議，從對公司運營的影響及對利益相關方的影響兩個維度出發，對自然美的ESG責任議題進行了評分與排序，以反映我們對環境、社會的重大影響，並更好地回應利益相關方的期望與要求。我們的重要議題矩陣如下：





# Company Profile 公司簡介

Natural Beauty Bio-Technology Limited (Stock code: 00157) is a company based in Shanghai, the PRC. As at 31 December 2018, we employed over 500 employees. Natural Beauty is principally engaged in the production and sale of skin care, beauty, aroma-therapeutic products, health supplement and make-up products. Natural Beauty Holdings Limited was incorporated in the Cayman Islands as an exempted company with limited liability on 29 June 2001. The Company's shares were listed on The Stock Exchange of Hong Kong since 28 March 2002.

With over 40 years of development, Natural Beauty has the following unique advantages:

- Brand advantage: The brand "Natural Beauty" was founded by Dr. Tsai Yen-Yu in Taiwan in 1972 and has been taking a strong foothold in the Greater China Region by its natural cosmetology and business philosophy of "beauty is being natural". In 2008, "Natural Beauty" was recognized as the Chinese Well-known Trademark by the State Administration for Industry and Commerce.
- Technical advantage: Natural Beauty is always committed to the development of new products. By taking in prominent bio-chemical R&D teams and cooperating with other technology companies, Natural Beauty has successfully developed more than 700 purely natural skin care products free of strong medication and toxic chemicals such as mercury, lead, and zinc.
- Production advantage: Natural Beauty now has two production bases in Shanghai and one in Taipei. In 1997, Natural Beauty set up its first PRC factory in Shanghai which obtained ISO9000 quality standard certification in the same year. To cope with its vigorous momentum of development, the Company constructed a new factory in Shanghai in 2010. The new production base was built in conformance with the high standards of Good Manufacturing Practice ("GMP") of Drugs, making Natural Beauty a leading GMP cosmetic production enterprise in the PRC.
- Scale advantage: Natural Beauty has over 1,000 chain stores in Mainland, China, Taiwan and other regions and has opened 42 new stores and 2 medical cosmetology centres in 2018.

自然美生物科技有限公司(股份代號:00157)是一家以中國上海為基地的公司。於二零一八年十二月三十一日,已聘僱超過五百名員工。自然美主要從事生產及銷售護膚產品、美容產品、香熏產品、健康食品及化妝品。Natural Beauty Holdings Limited於二零零一年六月二十九日在開曼群島註冊成立為獲豁免有限公司。本公司股份自二零零二年三月二十八日起在香港聯合交易所有限公司上市。

超過四十年發展,自然美擁有以下獨特優勢:

- 品牌優勢:「自然美」品牌由蔡燕玉博士於一九七二年在台灣成立。透過「自然就是美」的美容及業務理念,自然美大中華地區屹立不搖。於二零零八年,「自然美」獲中國國家工商行政管理總局認可為中國馳名商標。
- 技術優勢:自然美總是致力於發展新產品,透過卓越的生物科技研發團隊以及與其他科技公司合作,自然美已成功發展了超過七百件不含強烈藥物及有毒化學物質如汞、鉛、鋅的純天然護膚產品。
- 生產優勢:自然美現有兩處生產基地,分別位於上海及台北。自然美於一九九七年在上海設立第一間中國工廠,並於同年取得ISO9000品質認證,隨後自然美的發展如火如荼,因此於二零一零年在上海成立了一間新工廠。新的生產基地遵循《藥品優良製造作業規範》的高標準建立,使自然美成為中國頂尖的化妝品製造企業。
- 規模優勢:自然美於中國大陸、台灣及其他地區擁有超過一千家分店。自然美於二零一八年新開了42間店鋪和兩間醫療美容中心。

Adhering to the operation philosophy of "Research, Education, Service and Dissemination", Natural Beauty demonstrates to the world with its outstanding products and services, and that it is an energetic and sustainable enterprise.

秉持著「研究、教育、服務、推廣」的經營理念，自然美向世界展現其優異的產品及服務，為一間有活力且可持續經營的企業。

## INDUSTRY DISTRIBUTION

The picture below shows the geographical distribution of franchise stores of Natural Beauty at the end of 2018.

## 行業分佈

下圖為二零一八年底自然美特許經營店的地理分佈：



# Products/Services and Customer Retention

## 產品／服務及客戶維繫

The Company has developed thorough and feasible operation manuals and flowcharts for product labelling, advertising, handling customer complaints and return and exchange, strictly adhering to the requirements of National Food and Drug Administration on health and safety, advertising, labelling and privacy issues of products and services.

Product quality is of self-evident importance for enterprises. With increasingly intensive competition in cosmetic industry driven by fast global economic integration, it is a key approach for enterprises to innovate products, improve product quality and enhance the quality of services to gain competitive edge and realize sustainable development. Taking product quality and safety as the business mission, Natural Beauty ensures the health and safety of customers based on severe quality management and handles customer complaints in a timely manner to allow the customers enjoy the maximal benefits.

### INTELLECTUAL PROPERTY RIGHTS

The Company's main intellectual property rights is are trademark and patent rights, which are appropriately applied for and maintained by professional legal staff. If its intellectual property rights are infringed or threatened, the Company can safeguard its legal rights by filing complaints to the SAIC or taking a legal action.

### PRODUCTS AND MARKETS

#### Quality Testing

In order to ensure the product quality, we established standards of operations in terms of different products. In the meanwhile, we formulated internal quality management plan with referring Hygienic specification of cosmetics manufacturers, *Health Supervisions of Cosmetics Industry etc.* Each factory of the Company has sufficient and professional personnel for quality control, who conduct quality testing during the whole production process to ensure a comprehensive quality testing. Only products meeting the standards will be delivered to the market. The Company usually sets a three-year term of expiry period for products. The factories specify that cosmetic products that are about to expire within less than one year and products provided to supply chains that are about to expire less than two years are forbidden to leave the factory. Natural Beauty takes strict measures following its principle to provide quality products to consumers as a key principle of corporate social responsibility. We are highly recognized by the society and has been awarded with the network popular chain brand, China's nutrition and health industry top ten trustworthy brands and other awards in 2018.

本公司已就產品標籤、廣告、客戶投訴處理及產品退換發展完善且可行的營運手冊及流程圖，嚴格遵守國家食品藥品監督管理局對產品及服務之衛生安全、廣告、標籤及隱私之規定。

產品品質對企業的重要性不言而喻。由於全球經濟的快速整合帶來化妝品行業的高度競爭，創新產品、改善產品品質及提高服務意識乃是企業獲得競爭優勢及實踐永續發展的關鍵方法。自然美將產品品質及安全視為經營使命，以嚴密的品質管制及即時的客訴處理確保顧客的健康及安全，進而將顧客利益最大化。

### 智慧財產權

本公司主要智慧財產權為商標專用權與專利權，其經適當申請並由專業法務員工維護以確保相關智慧財產權的有效性。若公司智慧財產權受到侵害或威脅，我們將向工商有關單位投訴，或將採取法律行動，以保障其法律權利。

### 產品與市場

#### 品質測試

為保證產品品質，我們制定各類產品的標準操作流程，同時根據「化妝品生產企業衛生規範」、「化妝品衛生監督條例」等化妝品行業法律法規，制定內部品質管制計劃。我們在每間工廠皆有人數充足的品管專業人員於生產程式全程進行品質測試，僅有符合標準的產品會投入市場。本公司通常將產品的保存期限設定為三年。工廠規定將於一年內過期的化妝品產品及將於兩年內過期的提供予供應鏈之產品將禁止出廠。自然美嚴格遵守為消費者提供優質產品的理念並將其作為履行企業社會責任的一大支柱，為此我們受到社會高度評價，並在2018年榮獲了網路人氣連鎖品牌、中國營養健康產業十大可信賴品牌等獎項。

### Marketing

Taking account of the demands of our industry, we committed to carding the production lines regularly and creating new products. Meanwhile, we actively respond to the *Cosmetics Label Management Regulations* and timely update on information changes of product tags as required by the cosmetic industry. The changed product tags shall be submitted to legal for formal approval. The Company also formulates monthly and quarterly marketing plans, and designs appealing magazine advertisements or other forms of promotional materials based on a combined consideration of product features and existing marketing events.

### CUSTOMER SERVICE

Following the operating philosophy of "reverse thinking and market orientation with customer satisfaction at the core", we are committed to improving service quality and awareness to timely respond to customer complaints and maximize customer benefits. We set up a specialized aftersales service hotline to deal with customer complaints, refunds or exchange of items. With disposal form and product compliant form properly filled out, we offer refunds or exchange items after validation by customer service department, quality control department and product team. We are aiming at protecting the rights of customers through rigorous complaints handling methods. In case of inextricable legal conflicts, we turn to the legal department and fully leverage social media to ensure the openness and transparency of aftersales services. In 2018, Natural Beauty has successfully handled 99.91% of product complaints.

### Complaints handling

Type 類別	Total 總數	No. of well-handled complaints <sup>1</sup> 處理得當投訴數目 <sup>1</sup>	Percentage of well-handled complaints 處理得當投訴百分比
Products and Service Complaints 產品及服務投訴	1,087	1,086	99.91%

### Confidentiality of Information

The Company has set strict requirement on obtaining and assessing customer private information, and designed improved internal processes for the viewing of the archived contracts and data. The Company delegates different levels of authority to review and approve the external and internal parties on borrowing of archived contracts. As for data management, the Company designs different approval processes for access to the regional customer data and internal data. We complete and trace records of the borrowing of archived contracts and data to enhance privacy protection and demonstrate Natural Beauty's commitment to customer privacy.

<sup>1</sup> One of the complaints is still in process.

### 市場推廣

根據化妝品行業的發展與市場需求的變化，我們致力於產品創新並定期進行產品線梳理規劃以確保公司產品符合市場需求。同時我們積極回應「化妝品標識管理規定」，及時更新產品標籤上的資料變動，經變動之產品標籤應提交法務以供正式批准。本公司每月及每季市場推廣計劃，及綜合考慮產品特色及現有市場推廣活動，以其為本，設計動人的雜誌廣告或其他形式的推銷素材。

### 顧客服務

我們一直以來都著重於產品品質、產品創新及多元化與全面性的產品系統。我們遵守「反向思考、市場導向、以客為尊」的經營理念，致力改善服務品質及意識，以即時處理客訴並使顧客利益最大化。我們設立專門的售後服務專線，負責處理客訴及產品退換問題。正確填寫出售表格及產品客訴表格及經顧客服務部門、品質管制部門及產品組認證後，我們便會提供產品退換。我們希望能透過嚴格的投訴處理方式保護顧客權益。若遇無法解決的法律糾紛，我們將尋求法務部門的協助，並將藉社交網路之力，確保我們的售後服務公開透明。於二零一八年，自然美成功處理99.91%的產品投訴。

### 客訴處理

Type 類別	Total 總數	No. of well-handled complaints <sup>1</sup> 處理得當投訴數目 <sup>1</sup>	Percentage of well-handled complaints 處理得當投訴百分比
Products and Service Complaints 產品及服務投訴	1,087	1,086	99.91%

### 資料保密

本公司已就取得及評估顧客私人資料設立嚴格規範，並改善查看歸檔合約及資料的內部流程。外部及內部人士如需借閱歸檔的合約，須經不同程度的授權。於資料管理方面，本公司則對地區性客戶資料及內部資料的使用權設計不同的批准流程。我們完整記錄追蹤被借閱的需歸檔的合約及資料，以加強隱私保護，展現自然美對維護顧客隱私的決心。

<sup>1</sup> 尚有一件投訴案件還在處理過程中。

# Anti-Corruption and Anti-Fraud under the Principle of Integrity

## 公信原則下之反貪污及反舞弊

We work tirelessly oppose formalism, bureaucracy, hedonism and extravagance; resolutely investigate and prosecute corruption cases to enhance its power as a deterrent. The company improved anti-fraud system in 2018, actively conduct internal inspection to constantly deepen anti-corruption and anti-fraud efforts.

### FRAUD REPORTING

The company has defined the manifestations of fraudulent acts that harm the legitimate interests of the company, and established reporting channels in the meanwhile. Internal employees, customers and suppliers who have direct or indirect economic relations with us can report cases of actual or suspected fraud of the company or its personnel through e-mails, telephones, letters and other means. No corruption lawsuits against the Company and its employees occurred during the reporting period.

### UNDERTAKING OF INTEGRITY

The Company requires the purchasing department to ask the suppliers to sign the Supplier Integrity and Confidentiality Undertaking to ensure that suppliers are committed to honesty, integrity, and confidentiality when they gain access to relevant staff and information during related business activities (including business negotiation, supply of materials, service, contract, technological cooperation and exchange, logistics, payment, and contract performance, etc.). This is to ensure fairness and justice of the whole purchasing process, and avoid fraud, forgery, and bribery.

我們反對形式主義、官僚主義、享樂主義及奢靡風氣的努力持續不懈，堅決調查及檢舉貪污案例，以提高其威懾效果。自然美與二零一八年完善了反舞弊制度，積極進行內部檢察以持續深化反貪污反舞弊工作。

### 舞弊舉報

本公司明確了損害公司正當利益的舞弊行為的表現形式，並開設了舉報管道，內部員工以及與公司直接或者間接發生經濟關係的客戶、供應商等，可以通過電子郵件、舉報電話、信函和現場等途徑舉報公司及其人員的實際或者疑似舞弊的案件資訊。於報告期間，概無發生針對本公司及其僱員的貪污訴訟。

### 公信承擔

本公司規定採購部門須與供應商簽署「供應商誠信與保密承擔」，以確保供應商於有關業務活動（包括業務磋商、物料供應、服務、合約、技術性合作及交換、後勤、付款及合約表現等）期間在接觸相關員工及資料時恪守坦承、公信及保密性原則。這是為了確保整體採購流程之公平及公正，以及避免欺詐、偽造及賄賂。

# Environmental Performance 環保績效

## EMISSION MANAGEMENT

As a company engaged in the light chemical industry, Natural Beauty imposes strict control on the emission of waste water, wastes and gas from its factories. The Company takes harmonious development, environment-friendly and zero pollution as the business philosophy and strictly adheres to the requirements of *Environmental Protection Law of the People's Republic of China*.

For Natural Beauty's factories, waste gas mainly contains sulphide, nitrogen oxide and dust generated by the boilers. In order to alleviate the negative impact on the environment, Natural Beauty was equipped with waste gas treatment plant. In 2018, Natural Beauty upgraded equipment in factories of Shanghai to ensure certain density was reduced to a reasonable level and also to meet the requirements of "Emission Standard of Air Pollutants for Thermal Power Plants" (DB31/387-2018, which was effective since 7th June 2018).

Natural Beauty's factory in Chongming, Shanghai covers an area of 4,666.00m<sup>2</sup>. The details about waste gas emission are as follows:

### Waste gas generated by boilers (kg/year)

		2018 <sup>2</sup>	2017
		2018 <sup>2</sup> 年	2017年
NO-x emission	氮氧化物排放	324.00	648.00
Smoke and dust emission	煙塵排放	111.60	223.20
Sulfur dioxide emission	二氧化硫排放	471.60	943.20

### Vehicle exhaust (kg/year)

		2018	2017
		2018年	2017年
NO-x emission	氮氧化物排放	18.19	56.64
Smoke and dust emission	煙塵排放	1.74	5.43
Sulfur dioxide emission	二氧化硫排放	0.03	0.05

## 排放管理

自然美作為一間輕化工產業公司，嚴格管控其工廠的廢氣、廢水及廢物排放。本公司將和諧發展、環境保護及零污染視為經營哲學，並嚴格遵守「中華人民共和國環境保護法」。

我們在生產活動中主要的廢氣污染物為硫化物、氮氧化物以及鍋爐所產生的灰塵。為了減少廢氣排放對環境造成的影響，自然美為工廠裡的鍋爐安裝廢氣處理設備，並於2018年對上海工廠的鍋爐廢氣處理設備進行更新改造以符合「鍋爐大氣污染物排放標準」(DB31/387-2018，自2018年6月7日生效)之規定，將廢氣濃度減至合理的水準。

自然美位於上海崇明的工廠總面積4,666.00平方米，其廢氣排放的詳情載列如下：

### 鍋爐產生的廢氣（公斤／年）

### 汽車廢氣（公斤／年）

<sup>2</sup> The amount of 2018 declined is due to the volume of the business size decreased.

<sup>2</sup> 2018年由於業務量下降，生產量較去年大幅下降。

The factory in Fengxian, Shanghai covers an area of 7,317.00m<sup>2</sup>. The details about waste gas emission are as follows:

位於上海奉賢的工廠總面積7,317.00平方米，其廢氣排放的詳情載列如下：

**Waste gas generated by boilers (kg/year)**

**鍋爐產生的廢氣（公斤／年）**

		2018 <sup>3</sup>	2017
		2018 <sup>3</sup> 年	2017年
NO-x emission	氮氧化物排放	80.20	252.70
Smoke and dust emission	煙塵排放	/	27.00
Sulfur dioxide emission	二氧化硫排放	27.80	242.30
PM emission	顆粒物排放	0.97	/

**Vehicle exhaust (kg/year)**

**汽車廢氣（公斤／年）**

		2018	2017
		2018年	2017年
NO-x emission	氮氧化物排放	418.01	267.59
Smoke and dust emission	煙塵排放	19.38	12.41
Sulfur dioxide emission	二氧化硫排放	0.15	0.13

The factory in Taipei covers an area of 2,478.90m<sup>2</sup>. The details about waste gas emission are as follows<sup>4</sup>:

位於台北的工廠總面積2,478.90平方米，其廢氣排放的詳情載列如下<sup>4</sup>：

**Vehicle exhaust (kg/year)**

**汽車廢氣（公斤／年）**

		2018	2017
		2018年	2017年
NO-x emission	氮氧化物排放	4.87	3.97
Smoke and dust emission	煙塵排放	0.45	0.37
Sulfur dioxide emission	二氧化硫排放	0.01	0.01

<sup>3</sup> Due to changes in environmental protection policies, the factory in Fengxian began to collect information of PM emission instead of smoke and dust in 2018. The reason for the decline in 2018 compared to 2017 is mainly due to the renewal of the chimney in 2018, the waste gas concentration is reduced as the height of sampling port increases.

<sup>3</sup> 由於環保政策發生變化，奉賢工廠從2018年開始統計顆粒物的排放量，不再統計煙塵的排放量。2018年較2017年下降原因主要是2018年對煙囪進行加高，採樣口的高度增加，檢測的廢氣濃度降低，所以排放量較去年下降。

<sup>4</sup> The factory of Taipei has not made statistics on waste gas generated by boilers yet in this report period, which will be refined in future ESG reports.

<sup>4</sup> 台北工廠尚未統計報告期內鍋爐產生的廢氣，未來企業管治報告將對其進行細化。

## Environmental Performance 環保績效

The office in Shanghai covers an area of 10,495.98m<sup>2</sup>. The details about waste gas emission are as follows<sup>5</sup>:

位於上海的辦事處佔地面積10,495.98平方米。其廢氣排放的詳情載列如下<sup>5</sup>：

### Vehicle exhaust (kg/year)

### 汽車廢氣 (公斤 / 年)

		2018	2017
		2018年	2017年
NO-x emission	氮氧化物排放	5.55	14.34
Smoke and dust emission	煙塵排放	0.41	1.06
Sulfur dioxide emission	二氧化硫排放	0.16	0.15

The office in Taipei covers an area of 1,471.21m<sup>2</sup>. The details about waste gas emission are as follows:

位於台北的辦事處佔地面積1,471.21平方米。其廢氣排放的詳情載列如下：

### Vehicle exhaust (kg/year)

### 汽車廢氣 (公斤 / 年)

		2018	2017
		2018年	2017年
NO-x emission	氮氧化物排放	17.83	197.08
Smoke and dust emission	煙塵排放	1.31	14.51
Sulfur dioxide emission	二氧化硫排放	0.29	0.32

Natural Beauty has always been committed to water resource conservation. We commits to strictly adhere to the local environmental protection regulations and avoid discharging untreated water to natural waters. The waste water of the Company mainly produced from the activities from both of factories and the offices. The production wastewater can only be discharged after being treated by the local sewage treatment plant.

自然美致力於水資源保育。我們嚴格遵守地方的污水排放標準，避免將未經處理的用水排進自然水域。我們產生的廢水來源於工廠產生的生產廢水與辦事處產生的生活廢水。生產廢水經地方污水處理廠處理後達標排放。

<sup>5</sup> Shanghai and Taipei office do not involve boiler exhaust from production activities.

<sup>5</sup> 上海和台北辦事處不涉及生產活動中的鍋爐尾氣。



Waste water (tons)

廢水排放量 (噸)

		2018	2017
		2018年	2017年
The factory in Chongming	崇明廠	4,500.00	4,554.00
The factory in Fengxian	奉賢廠	4,609.00	5,217.00
The factory in Taipei	台北廠	1,415.00	1,464.00

The hazardous waste generated in our production is mainly from laboratory waste, waste container packaging, and the non-hazardous waste is mainly domestic garbage, waste paper and paper boxes etc. We pre-process the waste and hand it over to a third-party processing agency with professional qualifications.

我們生產經營過程中產生的有害廢棄物主要為實驗室廢棄物、廢容器包裝物等，無害廢棄物主要為生活垃圾、廢紙及紙盒等。我們對廢棄物進行預先處理分類，再交由具有專業資質的協力廠商處理機構進行處理。

Hazardous waste (tons)

有害廢棄物排放量 (噸)

		2018	2017
		2018年	2017年
The factory in Chongming	崇明廠	0.10	0.08
The factory in Fengxian	奉賢廠	0.50 <sup>6</sup>	0.10
The factory in Taipei	台北廠	0.03	/

Non-hazardous waste (tons)

無害廢棄物排放量 (噸)

		2018	2017
		2018年	2017年
The factory in Chongming	崇明廠	0.40	3.40
The factory in Fengxian	奉賢廠	38.00	38.00 <sup>7</sup>
The factory in Taipei	台北廠	2.78	1.70

<sup>6</sup> The increase in 2018 over 2017 was due to the inclusion of a new category of toxic waste: toxic glass bottles.

<sup>7</sup> The amount in 2017 has been restated due to actual conditions.

<sup>6</sup> 2018年有害廢棄物較去年增加是因為納入了新的有毒廢棄物種類：有毒的玻璃瓶。

<sup>7</sup> 我們根據實際情況對2017年的數據進行了重述。

## RESOURCE MANAGEMENT

Natural Beauty commits to the sustainable development, making great efforts on energy conservation and emission reduction.

To reduce wastes, Natural Beauty applies electronic office by replacing the traditional business procedures based on paper with ERP system to reduce paper consumption. We also installs energy-saving lights in office area, posts energy saving slogans, and sends security guards to ensure lights are off when employees leave the office. And to reduce energy and resource consumption during travels, Natural Beauty advocates modernized "light office" by making the Company, including the subsidiaries, utilize telecommunication and teleconferences via telephone/video, which not only contributes to low-carbon and environmental protection but also improves efficiency. Natural Beauty advises staff to commute by public or shared transportation. The factory in Fengxian, Shanghai is equipped with shuttle buses which are convenient for staff and reduce the usage of their cars, aiming to achieve double benefits of energy conservation and emission reduction as well as staff care.

We cooperated with local suppliers in order to shorten the unnecessary long distance transportation, and lower energy consumption and carbon dioxide emission while generating returns to local qualified suppliers. That also promotes the synergic development of local industrial chains and supports local employment. Besides, we also contribute to optimize the urban environment. Our office area in Shanghai covers about 10,835m<sup>2</sup> of which nearly 3,343m<sup>2</sup> is covered with vegetation, a greening rate of 23.58%. These green belts play a role in eliminating visual fatigue, taking in pollutants such as traffic exhaust gas and dust as well as absorbing and isolating noise.

In order to improve its recycling system of water resources, Natural Beauty continuously upgrades its water saving equipment and water recycling equipment, which increases its productivity, lowers water and steam consumption, improves wastewater treatment and achieves water recycling during the production.

The packaging materials we use are mainly glass bottles, acrylic bottles, hoses, bottle caps, cartons, etc. We try our best to reduce the use of packaging materials to reduce the impact on the environment.

## 資源管理

自然美重視企業可持續發展，致力將節能減排落實到生產經營活動中。

自然美實踐了電子辦公室的概念，以企業資源計劃系統取代傳統紙張業務程式，以減少耗紙量；我們在辦公區安裝了節能燈、張貼節能口號、並派保安員確保員工離開辦公室後，所有電燈皆確實關閉。為減少旅途交通的能源及資源消耗，自然美提倡現代的「輕辦公室」，即讓本公司（包括其附屬物公司）透過電話／視頻，善用電子通訊及電話會議，不僅達成低碳與環保的目標，也提升了效率。自然美鼓勵員工搭乘公共交通或共乘通勤。本公司位於上海奉賢的工廠備有接駁車，為員工提供方便，也減少員工使用私家車的頻率，期能藉此達成節能減排與照顧員工的雙贏局面。

我們優先選擇當地供應商，大幅縮短了不必要的長途運輸、降低能源消耗及碳排放，也為當地的合格供應商創造收入。此舉促進了地方產業鏈的協同發展，亦支持當地的就業。此外，我們為優化城市環境貢獻一份力量，我們位於上海的辦公區總面積約10,835平方米，其中將近3,343平方米為植被覆蓋，綠地率為23.58%。綠化帶不僅有助於減緩視覺疲勞、吸收交通廢氣、灰塵等污染物，也吸收並隔絕了噪音。

為減少水資源消耗，自然美持續升級其節水設備及水資源回收設備，即於生產過程中提升效益、降低水及蒸氣用量、改善廢水處理並達致水資源之回收。

我們使用的包裝材料主要為玻璃瓶、亞克力瓶、軟管、瓶蓋、紙盒等，我們盡可能地降低包裝材料的使用以減少對環境的影響。

## Water consumption

## 耗水量

		Total consumption (m <sup>3</sup> /year)		Intensity (m <sup>3</sup> /unit area)	
		消耗總量 (立方米/年)	2017	密度 (立方米/單位面積)	2017 <sup>8</sup>
		2018	2017	2018	2017 <sup>8</sup>
		2018年	2017年	2018年	2017年 <sup>8</sup>
Annual water consumption of Natural Beauty in Mainland, China	自然美於中國大陸之每年耗水量	23,518.00	21,795.00	1.05	0.97
Annual water consumption of Natural Beauty in Taiwan	自然美於台灣之每年耗水量	5,244.00	6,799.00 <sup>9</sup>	1.33	1.72

## Oil consumption

## 油耗量

		Total consumption (litre/year)		Intensity (litre/unit area)	
		消耗總量 (升/年)	2017	密度 (升/單位面積)	2017 <sup>9</sup>
		2018	2017	2018	2017 <sup>9</sup>
		2018年	2017年	2018年	2017年 <sup>9</sup>
Gasoline consumption of vehicles for official uses of Natural Beauty in Mainland, China	自然美於中國大陸之公務用汽車汽油消耗量	12,022.00	10,520.00	0.53	0.47
Trucking diesel consumption of Natural Beauty in Mainland, China	自然美於中國大陸之卡車柴油消耗量	10,333.00	10,917.00	0.46	0.49
Boiler diesel consumption of Natural Beauty in Mainland, China <sup>10</sup>	自然美於中國大陸之鍋爐柴油消耗量 <sup>10</sup>	18,762.00	48,904.00	0.83	2.18
Gasoline consumption of vehicles for official uses of Natural Beauty in Taiwan	自然美於台灣之公務用汽車汽油消耗量	20,593.76	22,416.00	5.21	5.67
Boiler diesel consumption of Natural Beauty in Taiwan	自然美於台灣之鍋爐柴油消耗量	5,000.00	/	1.27	/

<sup>8</sup> The amount in 2017 has been restated due to actual conditions.

<sup>9</sup> The amount in 2017 has been restated due to actual conditions.

<sup>10</sup> The consumption of boiler diesel decreased due to the decline in business volume.

<sup>8</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>9</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>10</sup> 2018年鍋爐柴油消耗量較去年大幅下降，主要是由業務量減少了。

## Power consumption

## 耗電量

		Total (kWh/year)		Intensity (kWh/unit area)	
		總量 (千瓦時 / 年)	2017 <sup>11</sup>	密度 (千瓦時 / 單位面積)	2017 <sup>12</sup>
		2018	2017 <sup>11</sup>	2018	2017 <sup>12</sup>
		2018年	2017年 <sup>11</sup>	2018年	2017年 <sup>12</sup>
Power consumption of Natural Beauty in Mainland, China	自然美於中國大陸之每年耗電量	<b>2,090,959.00</b>	2,116,985.00	<b>93.02</b>	94.18
Power consumption of Natural Beauty in Taiwan	自然美於台灣之每年耗電量	<b>538,147.00</b>	606,022.00	<b>136.24</b>	153.42

## Carbon dioxide equivalence

## 二氧化碳當量

		Total (kg/year)		Intensity (kg/unit area)	
		總量 (公斤 / 年)	2017	密度 (公斤 / 單位面積)	2017
		2018	2017年	2018	2017年
		2018年	2017年	2018年	2017年
Carbon dioxide equivalence of Natural Beauty in Mainland, China	自然美於中國大陸之二氧化碳當量	<b>1,858,310.87</b>	2,347,703.13	<b>82.67</b>	104.44
Carbon dioxide equivalence of Natural Beauty in Taiwan	自然美於台灣之二氧化碳當量	<b>397,824.31</b>	397,425.36	<b>100.71</b>	100.61

## Packaging material consumption

## 包裝材料當量

		Total (ton/year)		Intensity (kg/unit area)	
		總量 (噸 / 年)	2017	密度 (公斤 / 單位面積)	2017
		2018	2017年	2018	2017年
		2018年	2017年	2018年	2017年
Packaging material consumption of Natural Beauty in Mainland, China	自然美於中國大陸之包裝材料當量	<b>108.30</b>	102.20	<b>4.82</b>	4.55
Packaging material consumption of Natural Beauty in Taiwan	自然美於台灣之包裝材料當量	<b>28.02</b>	24.84	<b>7.09</b>	6.29

<sup>11</sup> The amount in 2017 has been restated due to actual conditions.

<sup>12</sup> The amount in 2017 has been restated due to actual conditions.

<sup>11</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>12</sup> 我們根據實際情況對2017年的數據進行了重述。

# Human Rights and Labor 人權與勞工

## EMPLOYEE RIGHTS

### Employment

Natural Beauty introduces a transparent and efficient recruitment process that attracts a vast amount of outstanding talents since its establishment. The policies clearly regulate each aspect in the HR cycles including the recruitment, on boarding, probation, position change, promotion and dismissal. The policies and systems guarantee a consistent fair and transparent environment while satisfying various talent demands for their development.

The Company verifies applicants' identity documents during recruitment and strictly prohibits the use of child labour. There is no incident of use of child labor identified during the reporting period of the Company.

The Company attaches great importance to human rights and prohibits gender discrimination, strictly complying with *Special Provisions for the Work Protection of Female Employees*. By the end of 2018, the Company has 531<sup>13</sup> staff in total, including 525 full time employees and 6 part-time employees. There are 437 female employees, accounting for 82.30% of the total headcount, with 66 female management personnel taking up 66.67% of the total management staff.

## 員工權益

### 僱傭

自然美引進透明且有效的招聘程式，自其設立以來已吸引廣泛的優秀人才。其政策明確規定人力資源管理過程中的各個方面，包括招聘、入職、試用、調職、升職及解僱。該等政策及制度保證一致、公平且透明的環境，同時滿足其發展所需的各種人才。

本公司於招聘過程中就應徵者的身份檔進行驗證，並嚴禁使用童工。於報告期間內，本公司概無發現任何使用童工的事件。

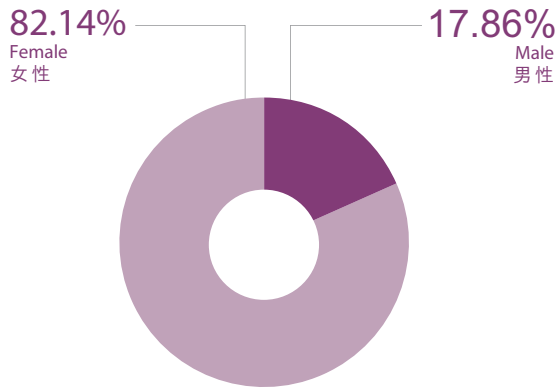
本公司非常重視人權並禁止性別歧視，嚴格遵守「女職工勞動保護特別規定」。於二零一八年年終，本公司共僱用531<sup>13</sup>名員工，包括525名全職員工及6名兼職員工。本公司僱用437名女員工，佔總人數的82.30%，其中66名女性管理人員佔管理人員總人數的66.67%。

<sup>13</sup> The amount released in 2018 annual report is 511, the difference is the number of labor workers.

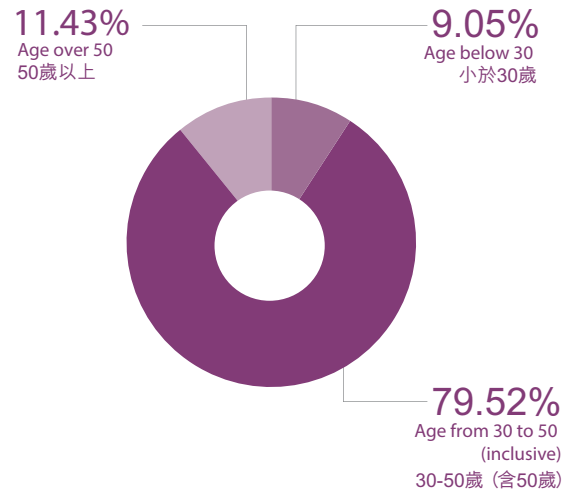
<sup>13</sup> 2018的年報中披露的員工總數為511人，差異的20人為勞務員工。

Staff employment of Natural Beauty in Mainland, China in 2018  
自然美二零一八年於中國大陸之員工僱傭

Mainland, China  
中國大陸

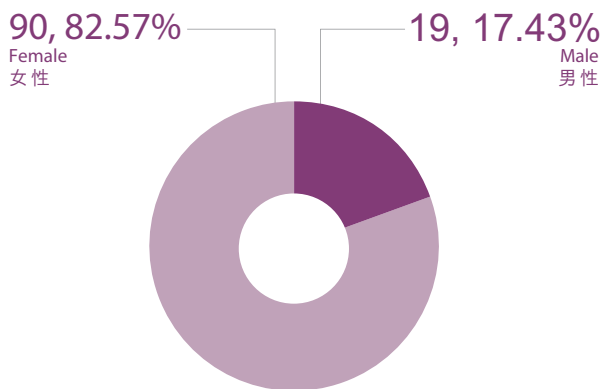


Mainland, China  
中國大陸

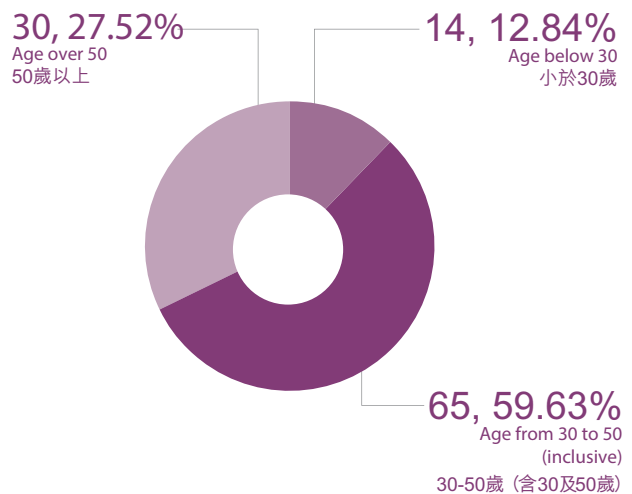


Staff employment of Natural Beauty in Taiwan in 2018<sup>14</sup>  
自然美二零一八年於台灣之員工僱傭<sup>14</sup>

Taiwan  
台灣



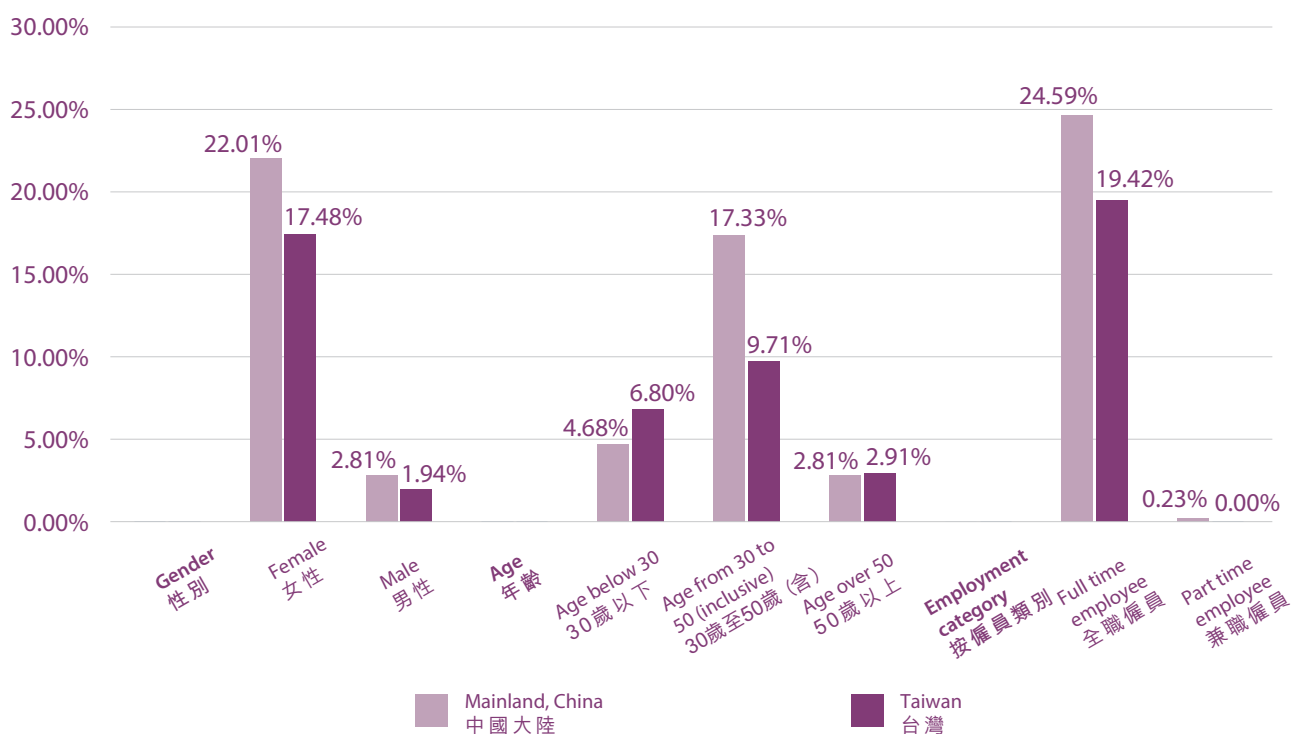
Taiwan  
台灣



<sup>14</sup> Due to rounding, the sum may not be 100%.

<sup>14</sup> 由於約分，總計可能不為100%。

Staff turnover rate of Natural Beauty in 2018  
自然美二零一八年之員工流失率



### Compensation and Benefit

Natural Beauty has a clearly defined pay structure, salary adjustment model and calculation standard. The Company regularly pays various social insurances, including pension scheme, unemployment insurance, social medical insurance, work-related injury insurance and maternity insurance, as well as housing fund, etc. The payments made are in compliance with the local regulations. We also provide critical illness insurance for our employees and the insurance coverage has been increased to RMB100,000.

The Company also provided preferential treatments to the pregnant employees, which include reducing their working hours and providing special nourishment subsidies.

### 薪酬及福利

自然美設有清楚定義的薪酬架構、薪金調整機制及計算標準。本公司定期支付多項社會保險，包括退休金計劃、失業保險、社會醫療保險、工傷保險、生育保險以及住房基金等。我們還為員工購買重大疾病險，並將重疾險保額額提高至10萬元人民幣。

公司還向懷孕員工提供優惠待遇，包括減少他們的工作時間以及提供特別的營養補貼。



## Human Rights and Labor 人權與勞工

In accordance with national and local government policies, the minimum wages offered by the headquarters and all factories of Natural Beauty satisfy or exceed the local minimum wage standards. Additionally, the Company provides staff with education and trainings, social activities, health check and other benefits, attracts multiplex talents with fair and reasonable compensation, and facilitates the improvement of expertise and management ability through a full range of compensation.

### Performance appraisal and Attendance Management

The Company formulated *Human Resource Policy* to apply performance appraisal. The performance appraisal is classified as monthly (quarterly) appraisal and mid-year (year-end) appraisal based on the appraisal frequency defined. The supervisors at different levels in the departments design appraisal index for monthly (quarterly) appraisals based on the team's objectives and evaluate the appraisal results all by themselves. The appraisal results will be used for mid-year and year-end appraisals which are organized by HR department for all staff.

The company also regulates staff's working hours, i.e. 8 working hours every day and 40 hours in total every week (excluding daily meal time) and attendance record. For the departments and employees need to implement special working systems with the approval of relevant labor departments, they can execute approved special working hour systems.

根據國家及地方政府政策，自然美總部及所有工廠所提供的最低工資均符合或超出地方的最低工資標準。此外，本公司向員工提供教育及培訓、社群活動、健康檢查及其他福利，以公平合理的薪酬吸引多元人才，並透過全面薪酬制度促進專業及管理能力的提升。

### 績效考核及出勤管理

我們制定了「人力資源政策」，明確績效考核管理辦法。根據所界定的考核頻率，績效考核分類為每月（每季）考核及半年（年終）考核。不同層級的部門主管將根據團隊目標設計每月（每季）考核指標及半年考核指標，並自行評核所有考核結果。此結果作為由人力資源部門組織為全體員工進行的半年及年終考核的主要參考標準。

制度中還界定了員工的工作時數，即每日8個工時及每週共40個工時（不包括每日用餐時間）以及出勤過程。就需要實施特別工作制度的部門及僱員而言，獲相關勞工部門批准後，彼等可執行獲批准的特別工時制度。



## EMPLOYEE DEVELOPMENT

With the objective to achieve mutual development, the Company has designed a variety of training courses for employees. For example, we provided sales training courses, store management courses, leadership and executive ability trainings for staff to develop their comprehensive capabilities for better career development. Meanwhile, the Company invests a lot not only in safe production but also in developing the corporate culture and improving staff's health knowledge. For example, the administrative department organizes fire safety trainings irregularly to help staff improves their fire safety knowledge, safe evacuation and self-rescue skills. HR department organizes trainings covering all aspects of enterprise management.

The training centers specially established in Shanghai and Guangzhou by the Company to provide trainings for all cosmetologists of the Company about the product and service technologies, corporate culture and health concept. These centers help cosmetologists build broader platforms for career development to gain professional skills and serve customers better, optimize their career exposure and improve the quality of their lives. Natural Beauty has held seminars and planned to provide trainings for all employees at different levels at headquarters and all factories.

## 員工發展

以達致互惠發展為目標，本公司組織開展多種員工培訓課程，如提供銷售技巧的培訓、店務管理及領導力執行力的培訓等，旨在為員工培養綜合能力以達到最佳的職業生涯發展。同時，本公司不僅投入於安全生產，亦致力於發展企業文化及提升員工的健康知識。舉例而言，行政部門不時安排防火安全訓練以助員工提升彼等的防火安全知識、安全疏散及自救技能；人力資源部門安排涵蓋多種企業管理方面的培訓。

本公司於上海及廣州專門設立的培訓中心為本公司全體美容師提供有關產品及服務科技、企業文化及健康觀念的培訓。該等中心幫助美容師建立廣泛的職涯發展平臺，以取得專業技能並向客戶提供更好的服務，為彼等的職涯達到最佳發展並提升彼等的生活質素。除此之外，自然美的總部及所有工廠已為不同層級的僱員提供多種培訓。

**The number of employees under training**

Natural Beauty in Mainland, China

受訓中之僱員人數

自然美於中國大陸

Gender	性別	Employees Trained 受訓僱員人數			Total employees 總僱員人數
		Senior management 高層管理	Middle management 中層管理	Staff 員工	
Male	男	4	23	15	42
Female	女	3	52	63	118

Natural Beauty in Taiwan

自然美於台灣

Gender	性別	Employees Trained 受訓僱員人數			Total employees 總僱員人數
		Senior management 高層管理	Middle management 中層管理	Staff 員工	
Male	男	1	3	8	12
Female	女	4	6	57	67

**Training for employees**

Natural Beauty in Mainland, China

僱員培訓

自然美於中國大陸

Gender	性別	Training hours 培訓時數			Total training hours per capita 人均培訓總時數
		Senior management 高層管理	Middle management 中層管理	Staff 員工	
Male	男	102	412	240	17.95
Female	女	110	1,296	1,402	23.80

Natural Beauty in Taiwan

自然美於台灣

Gender	性別	Training hours 培訓時數			Total training hours per capita 人均培訓總時數
		Senior management 高層管理	Middle management 中層管理	Staff 員工	
Male	男	32	32	32	8.00
Female	女	32	32	64	2.00

## Safe Production to Guarantee Efficiency 安全生產與效率保障

As the industry-leading GMP (Good Manufacturing Practice) cosmetic enterprise, Natural Beauty emphasizes the environment, health and safety of the employees while focusing on production quality. To fulfil this obligation, the Company, in addition to provide necessary instruments and equipment, it also offers safety manual and relevant on-the-job trainings, and supervises staff's routine work to guarantee the effective implementation of the above-said work. Visitors are permitted to enter the designated area only after registering at the reception so as to ensure the safety of the property and of all staff and avoid disturbance to the normal operation.

The Company strictly complies with the *Regulations on Work-Related Injury Insurance, Measures for the Assessment of Work-related Injuries, Administrative Measures for Diagnosis and Identification of Occupational etc.*, to ensure medical care and financial compensation are provided to employees suffering from work-related injuries and occupational diseases and facilitate work-related injury prevention and occupational rehabilitation. The Company pays work-related injury insurance premiums on time and purchases critical illness insurance for all of its employees. It performs the procedures to assess work-related injuries and the workers' ability to work, pays work-related injury insurance benefits as required and organizes employees to take physical check-up each year. The security assurance above will be included in the provisions of labor contracts.

Natural Beauty has taken precaution measures for work safety in workshops, such as assigning specific personnel with proper training to manage the special equipment which might pose threat to workers' safety in workshops, including fork lift trucks, electric welding equipment, boilers and special elevators. The HR Department organizes annual fire drills and provides workers with safety trainings concerning the use of special equipment in May and November each year to ensure that the staff are fully aware of occupational safety. Thanks to the Company's strict management on both the policy level and implementation level for work safety, there was no safety accidents or work injuries in both the office and workshops in 2018.

身為行業領先的GMP (Good Manufacturing Practice - 良好作業規範) 化妝品企業，自然美不僅強調環境與僱員的健康及安全，同時專注於生產質素。為了履行該責任，本公司除了提供必要儀器及設備外，亦供應安全手冊及相關在職訓練，並監督員工的例行工作以保障上述作業的有效實施。訪客於前臺登記後僅可進入指定區域，以確保場地及全體員工的安全，以免對正常營運造成干擾。

本公司嚴格遵守「工傷保險條例」、「工傷認定辦法」、「職業病診斷與鑒定管理辦法」等制度，確保向因工傷及職業病的受傷僱員提供醫療護理及經濟賠償，並促進預防工傷及職業康復。本公司按時支付工傷保險費並為全體員工購買危疾保險。本公司進行評估工傷及員工工作能力的程式，按所需支付工傷保險補助，並安排僱員每年進行健康檢查。上述安全保障將包括於勞動合約條例當中。

自然美已採取車間的工作安全預防措施，例如指派受適當培訓的專門人員管理可能危害車間員人身安全的特殊設備，包括叉式起重車、電焊設備、鍋爐及特殊升降機。人力資源部門每年安排火警演習，並於每年五月及十一月為員工提供有關特殊設備使用的安全訓練，以確保員工充分瞭解職業安全。憑藉本公司同時嚴格管理工作安全的政策面及執行面，本公司二零一八年於辦公室及車間均無發生任何安全意外事件或工傷。

# Supplier Management 供應商管理

The purchase department of Natural Beauty has formulated Supplier Management Measures to standardize, monitor and manage the development, assessment and evaluation of suppliers, thus to ensure that the suppliers provide qualified materials and services with constant improvement in quality. In 2018, Natural Beauty improved the management measures to include environmental and social responsibilities of suppliers in its new version of Supplier Management Measures as an indicator for supplier selection and assessment, aiming at demonstrating supply chain responsibilities, redefining internal governance and management requirements, and adjusting purchase strategies. By communicating and cooperating with suppliers (including subcontractors), we encourage them to follow regulations and standards regarding social responsibilities and implement effective management plans which ensure compliance in a systematic way.

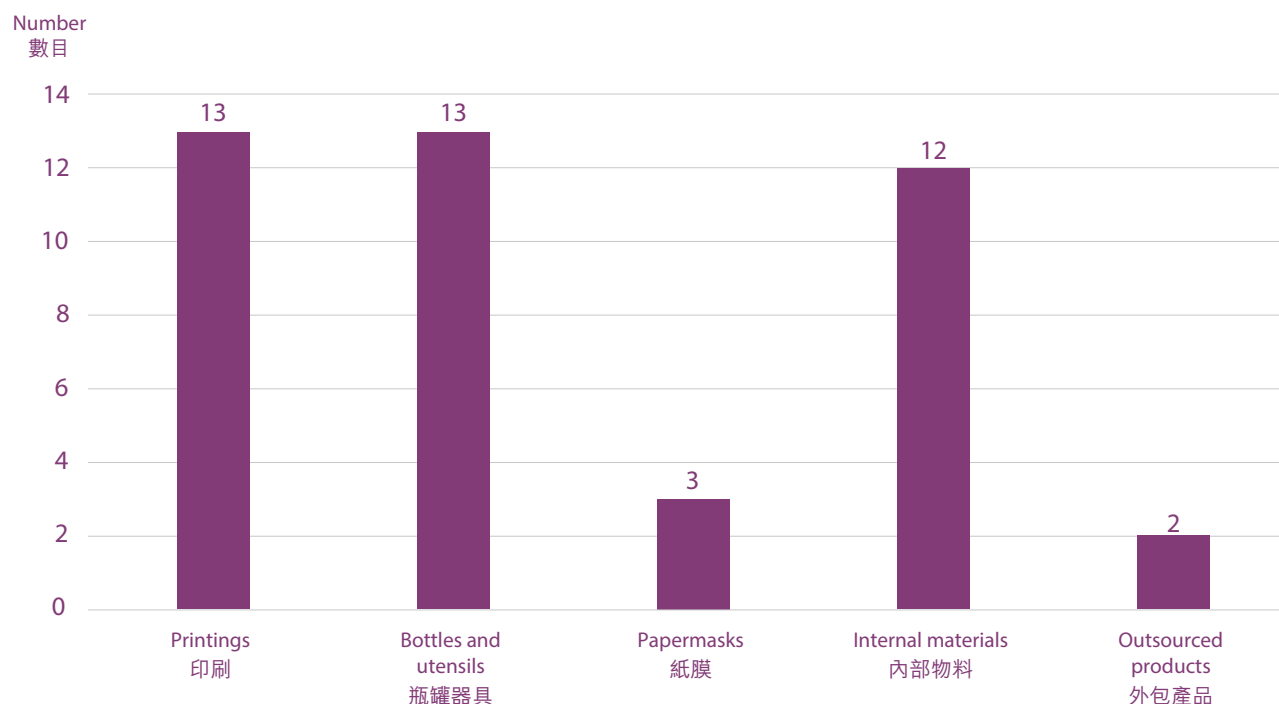
Currently, Natural Beauty has created a list of qualified suppliers through strict review and screening, which will be updated in real time based on the types and location of upstream suppliers.

自然美採購部門已制定出供應商管理辦法，對供應商之發展、評估及評量作出標準檢驗、監督及管理，藉此確保供應商提供合格物料及服務，並持續改善品質。在2018年度，我們更新細化供應商管理辦法，將供應商之環境及社會責任納入其中，以其作為挑選評估供應商之指標，希望能藉此展現供應鏈責任、重新定義內部管治及管理要求並調整採購策略。我們藉由與供應商（包括承包商）的溝通與合作，勉勵他們遵守社會責任相關法規及準則，並實施有效管理計劃，使其能有系統地遵守法規。

目前自然美透過嚴格審閱及篩選列出了一項合格供應商清單，該清單將根據上游供應商之類別及地點即時更新。

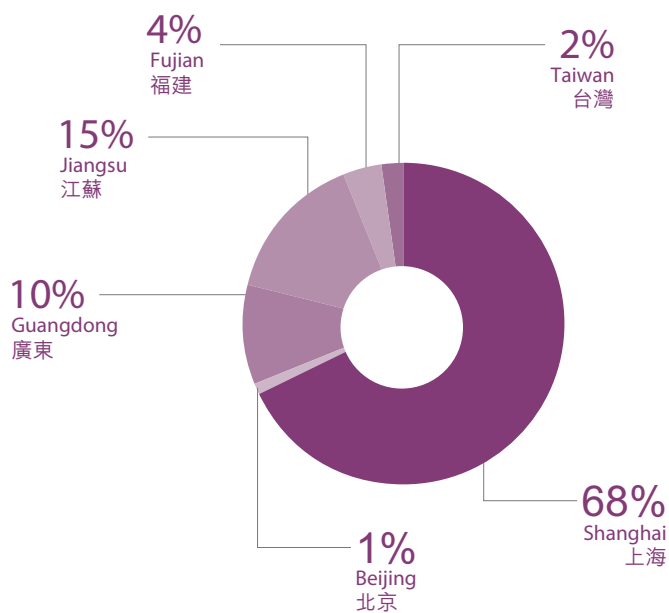
## Overview of qualified suppliers in the PRC

## 中國大陸合格供應商概覽



Distribution of suppliers by province

按省份劃分之供應商分銷



# Responsibilities towards Communities

## 社區責任

Support from communities is critical to the development of a company. Deeply rooted in the communities, Natural Beauty has always borne in mind its responsibilities and commitment to the communities by creating economic benefits to the society and enhancing the economic cooperation with communities based on a combination of corporate development. We also keep facilitating our communication with communities to fully safeguard the legitimate interests of community residents. Our employees are encouraged to participate in voluntary activities and actively establish long-term cooperative relationship with communities, thus making great contributions to the construction of a "harmonious community".

It has been 25 years since the establishment of Natural Beauty Training Workshop in 1993. Even though trainers come and go, the original purpose of "conveying beauty knowledge to the society at no charge" stays. In 2018, we offered 71 free courses in Shanghai, Beijing and other 31 cities, each lasting for two to five days, and attracted a total of 2,484 people. The trainings include identification of harmful chemicals, skin test, in season tips for skin care, match of different skin care products, and DIY facial massage, etc. The trainees have actively responded to the courses by showing their appreciation for what they have learnt about skin rejuvenation and skin care, and noted that they would convey Natural Beauty's perception of beauty and the philosophy of delicate life to their families and friends. Besides, this also helped to create a lot of opportunities for women to start their own business, thus exerting positive influence on the society.

來自社區的支持對一家公司之發展至為重要。根基深入社區的自然美，向來將自身對社區的責任及承諾謹記在心，以結合企業發展為基礎，透過為社會創造經濟效益及強化與小區間之經濟合作進行落實。我們也持續推動與社區的交流，以徹底保障社區居民之合法權益；我們鼓勵僱員參與志願活動，並積極與社區建立長期合作關係，進而對「和諧社區」之建設作出巨大貢獻。

自然美於一九九三年成立自然美培訓中心迄今已25年，儘管學員來來去去，「向社會無償傳達關於美的知識」的初衷始終不變。二零一八年內我們在上海、北京及其他31個城市提供71次免費課程，每次為期二至五日，共吸引2,484人參加。培訓內容包括辨識有毒化學物質、皮膚測試、當季肌膚保養訣竅、不同護膚產品比較及DIY臉部按摩等。學員對課程的反應十分熱烈，對於所學到有關肌膚活化及保養知識表示讚賞，亦樂意向其親友推廣自然美的美學理念及精緻人生哲學。此外，這也有助於創造大量的女性創業機會，進而為社會帶來正面影響。

# Performance and Data 數據表現

## ENVIRONMENTAL DATA

## 環境數據

Indicators	指標	2018	2017
		2018年	2017年
Total waste water consumption (Tons)	總廢水排放量 (噸)	<b>10,524.00</b>	11,235.00
Total waste gas consumption (kg/year)	總廢氣排放量 (公斤/年)		
NO-x emission	氮氧化物排放	<b>868.65</b>	1,440.32
Smoke and dust emission	煙塵排放	<b>134.89</b>	283.98 <sup>15</sup>
PM	顆粒物排放	<b>0.97</b>	/
Sulfur dioxide emission	二氧化硫排放	<b>500.04</b>	1,186.16
Total water consumption (tons)	總用水量 (噸)	<b>28,762.00</b>	28,594.00 <sup>16</sup>
Total power consumption (kWh)	電力消耗總量 (千瓦時)	<b>2,629,106.00</b>	2,723,007 <sup>17</sup>
Total fuel consumption (L)	燃料消耗總量 (公升)	<b>66,710.76</b>	92,757.00
Packaging material consumption (Tons)	包裝材料消耗量 (噸)	<b>136.32</b>	127.04 <sup>18</sup>
Hazardous Waste (Tons)	有害廢棄物 (噸)	<b>0.64</b>	0.18
Non-Hazardous Waste (Tons)	無害廢棄物 (噸)	<b>41.18</b>	43.10 <sup>19</sup>

## SOCIAL DATA

## 社會數據

Indicator	指標	2018	2017
		2018年	2017年
Total staff (Headcount)	僱員總數 (人數)	<b>531</b>	533
Percentage of male staff	男性僱員百分比	<b>17.70%</b>	18.57%
Percentage of female staff	女性僱員百分比	<b>82.30%</b>	81.43%
Percentage of staff aged below 30	30歲以下僱員百分比	<b>9.79%</b>	9.76%
Percentage of staff aged between 30 to 50 (including 30)	30歲 (含30) 至50歲僱員百分比 (包括30歲)	<b>75.52%</b>	75.61%
Percentage of staff aged 50 or above	50歲以上僱員百分比	<b>14.69%</b>	15.63%
Percentage of senior management	高層管理人員百分比	<b>2.45%</b>	7.13%
Percentage of middle management	中層管理人員百分比	<b>16.20%</b>	11.07%
Percentage of staff	僱員百分比	<b>81.36%<sup>20</sup></b>	81.80%
Male staff turnover rate	男性僱員流失比率	<b>2.63%</b>	4.06%
Female staff turnover rate	女性僱員流失比率	<b>21.05%</b>	18.82%
Casualty caused by work-related injuries (Headcount)	因工傷死亡人數 (人數)	<b>0</b>	0
Time loss due to work-related injuries (Hour)	因工傷損失工作時數 (小時)	<b>0</b>	0

<sup>15</sup> The amount in 2017 has been restated due to actual conditions

<sup>16</sup> The amount in 2017 has been restated due to actual conditions

<sup>17</sup> The amount in 2017 has been restated due to actual conditions

<sup>18</sup> The amount in 2017 has been restated due to actual conditions

<sup>19</sup> The amount in 2017 has been restated due to actual conditions.

<sup>20</sup> Due to rounding, the sum may not be 100%.

<sup>15</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>16</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>17</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>18</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>19</sup> 我們根據實際情況對2017年的數據進行了重述。

<sup>20</sup> 由於約分，合計數可能不為100%。

# ESG Guide Content Index

## 《環境、社會及管治報告指引》內容索引

### HKEX ESG GUIDE CONTENT INDEX

### 《環境、社會及管治報告指引》內容索引

Aspect 層面	Description 描述	Location 位置
<b>A. Environmental</b>		
<b>A. 環境</b>		
<b>Aspect A1: Emissions</b>		
<b>層面A1：排放物</b>		
General disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Environmental performance 環保績效
A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Environmental performance 環保績效
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量為單位、每項設施計算）	Environmental performance 環保績效
A1.3	Total hazardous wastes produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量為單位、每項設施計算）	Environmental performance 環保績效
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量為單位、每項設施計算）	Environmental performance 環保績效
A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量措施及所得成果	Environmental performance 環保績效
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Environmental performance 環保績效



## ESG Guide Content Index 《環境、社會及管治報告指引》內容索引

Aspect 層面	Description 描述	Location 位置
<b>Aspect A2: Use of resources</b>		
<b>層面A2：資源使用</b>		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源（包括能源、水及其他原材料）的政策	Environmental performance 環保績效
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	Environmental performance
A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以兆瓦時計算）及密度（如以每產量單位、每項設施計算）	環保績效
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Environmental performance
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）	環保績效
A2.3	Description of energy use efficiency initiatives and results achieved	Environmental performance
A2.3	描述能源使用效益計劃及所得成果	環保績效
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Environmental performance
A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	環保績效
A2.5	Total packing material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Environmental performance
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量	環保績效
<b>Aspect A3: The environment and natural resources</b>		
<b>層面A3：環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Environmental performance 環保績效
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Environmental performance
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	環保績效

## ESG Guide Content Index 《環境、社會及管治報告指引》內容索引

Aspect 層面	Description 描述	Location 位置
<b>B. Social</b>		
<b>B. 社會</b>		
<b>Aspect B1: Employment</b>		
<b>層面B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to remuneration and dismissal, recruitment and promotion, working hours, vacations, equal opportunities, diversity, anti-discrimination and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Human rights and labor 人權與勞工
B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Human rights and labor 人權與勞工
B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Human rights and labor 人權與勞工
<b>Aspect B2: Health and safety</b>		
<b>層面B2：健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Safe production to guarantee efficiency 安全生產與效率保障
B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	Safe production to guarantee efficiency 安全生產與效率保障
B2.2	Lost days due to work injury 因工傷損失工作日數	Safe production to guarantee efficiency 安全生產與效率保障
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Safe production to guarantee efficiency 安全生產與效率保障

Aspect 層面	Description 描述	Location 位置
<b>Aspect B3: Development and training</b>		
<b>層面B3：發展及培訓</b>		
General Disclosure 一般披露	Policies on the improvement of knowledge and skills for employees to perform their duties. Description about training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	Human rights and labor 人權與勞工
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management) 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比	Human rights and labor 人權與勞工
B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Human rights and labor 人權與勞工
<b>Aspect B4: Labour standards</b>		
<b>層面B4：勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Human rights and labor 人權與勞工
B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	Human rights and labor 人權與勞工
B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	Human rights and labor 人權與勞工
<b>Aspect B5: Supply chain management</b>		
<b>層面B5：供應鏈管理</b>		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Supplier management 供應商管理
B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Supplier management 供應商管理
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Supplier management 供應商管理

## ESG Guide Content Index 《環境、社會及管治報告指引》內容索引

Aspect 層面	Description 描述	Location 位置
<b>Aspect B6: Product responsibility</b> <b>層面B6：產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Products/services and customer retention 產品／服務及客戶維繫
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Products/services and customer retention 產品／服務及客戶維繫
B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	Products/services and customer retention 產品／服務及客戶維繫
B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障智慧財產權有關的慣例	Products/services and customer retention 產品／服務及客戶維繫
B6.4	Description of quality assurance process and recall procedures 描述品質檢定過程及產品回收程式	Products/services and customer retention 產品／服務及客戶維繫
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Products/services and customer retention 產品／服務及客戶維繫

## ESG Guide Content Index 《環境、社會及管治報告指引》內容索引

Aspect 層面	Description 描述	Location 位置
<b>Aspect B7: Anti-corruption</b>		
<b>層面B7：反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Anti-Corruption and Anti-Fraud under the Principle of Integrity 公信原則下之反貪污及反舞弊
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	Anti-Corruption and Anti-Fraud under the Principle of Integrity 公信原則下之反貪污及反舞弊
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程式，以及相關執行及監察方法	Anti-Corruption and Anti-Fraud under the Principle of Integrity 公信原則下之反貪污及反舞弊
<b>Aspect B8: Community Investment</b>		
<b>層面B8：社區</b>		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Responsibility towards communities 社區責任
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	Responsibility towards communities 社區責任
B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源（如金錢或時間）。	Responsibility towards communities 社區責任

# About the Report

## 關於該報告

### REPORTING PERIOD & CYCLE

The reporting period is from January 1, 2018 to December 31, 2018. This is an annual report.

### INDICATOR SELECTION

According to the principles of materiality, stakeholder engagement and sustainability background analysis, and the objectives and experience of cosmetic industry, the Company identifies reporting items and indicators in the following ways:

- Stakeholder communication
- Relevance and importance analysis of sustainability issues
- Consistency with previous reports

Based on the intensive analysis of ESG Guide and stakeholder research, the Company adopts a method of integrating quantitative analysis and qualitative analysis to comprehensively review the requirements of ESG Guide as well as the concerns and communication channels of stakeholders, promoting the Company's continuous improvement in sustainability as well as communication and cooperation with stakeholders.

### REPORTING SCOPE

Given the scale, staff number and revenue distribution of the Company and its affiliated entities, the report covers the Company's headquarter, two factories in Shanghai, and one factory in Taiwan, namely:

- Shanghai Natural Beauty Fuli Cosmetics Co., Ltd.
- Shanghai Natural Beauty Cosmetics Co., Ltd.
- Shanghai Natural Beauty Sanlian Cosmetics Co., Ltd.
- Natural Beauty Bio-Technology Company Limited

With the changes in the Company's operational data, dynamic adjustments will be made to the reporting scope in future reports.

### DATA COLLECTION

All data herein are from the Company's statistical reports and official documents. The Company guarantees the objectivity and authenticity of the data herein.

### DATA COLLECTION METHODS

According to ESG Guide and other internationally recognized sustainability reporting guidelines, and based on the Company's best practices in sustainability for many years, the report optimizes the definition, calibre, standard, formula and specification of indicator data in a uniform way.

### 報告期與週期

報告期為二零一八年一月一日至二零一八年十二月三十一日。此為年度報告。

### 指標選取

根據實質原則、持份者參與及可持續發展背景分析，以及化妝品行業之目標與體驗，本公司以下列方式確認報告專案及指標：

- 持份者溝通
- 可持續發展事宜之相關性及重要性分析
- 與以前報告一致

根據環境、社會及管治報告指引及持份者研究之密集分析，本公司採用整合量化分析及質性分析的方法，以全面性審閱《環境、社會及管治報告指引》規定及持份者的關注及溝通管道，推動本公司在可持續發展及與持份者溝通及合作方面的持續改善。

### 報告範圍

鑒於本公司及其聯屬實體之規模、員工人數及收入分配，本報告涵蓋本公司總部、位於上海之兩處廠房及位於台灣之一處廠房，即：

- 上海自然美富麗化妝品有限公司
- 上海自然美生物科技有限公司
- 上海自然美三聯化妝品有限公司
- 自然美生物科技股份有限公司

由於本公司之營運數據變動，日後的報告中將於報告範圍內作出動態調整。

### 數據收集

本報告中之所有數據均來自本公司之統計報告及官方文件。本集團公司為本報告中之數據之客觀性及真實性作擔保。

### 數據收集方法

根據環境、社會及管治報告指引及其他國際認可的可持續發展報告指引，並以本公司多年來在可持續發展方面的最佳做法為基礎，本報告致力以統一的方式完善指標數據之界定、性質、標準、公式及規範。



# 東森自然美

(Incorporated in the Cayman Islands with limited liability)  
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 00157